

## Chief operating officer appointed

2 years ago



Arcus FM has confirmed the appointment of a new chief operating officer Stephen Saunders to continue to strengthen the operational excellence that has been central to the business.

He joined in late February and has over 20 years experience leading operations across construction, engineering and customer service businesses. He will ensure that the people-centric, service-focused ethos remains at the heart of his employer's operations as the business continues on its growth trajectory.

On the appointment, chief executive officer Chris Green said: "Customer service and satisfaction, and delivering value to the customer by driving outstanding service, underpinned by culture of safety and colleague engagement, is at the heart of what we do."

"We're excited that Stephen has joined the C-Suite team to apply his skills and experience to drive forward the operational excellence that is so key to our success, and the success of the customers we support. He's supported by an exceptional team, and we're really excited about what the future holds with the calibre and capability of the people we have in place across our business."

Mr Saunders will not only be responsible for continuing to drive the high-levels of service, self-delivery and innovation that the company's clients expect, delivered through one of the largest mobile engineering fleets in the industry; but will be overseeing new projects to enhance customer experience by greater integration of its award-winning technology platforms – driving down cost and carbon impact for the customers the brand serves.

He brings a wealth of operational and leadership expertise in a variety of roles. At KONE Plc. the global leader in lifts, escalators, and automatic building doors, he worked across business improvement, commercial, sales, service, and M&A.

Most recently, Stephen was CEO at TK Elevator, where he drove business growth, profitability improvements, and operational performance; as well as increasing both employee and customer engagement satisfaction.